

PICARD & STIPE
(A LIMITED LIABILITY PARTNERSHIP)
ATTORNEYS AT LAW
PETROLEUM TOWER
3639 AMBASSADOR CAFFERY PARKWAY
SUITE 330
P. O. BOX 31676
LAFAYETTE, LOUISIANA 70593-1676

TYRON D. PICARD*
MARK E. STIPE*
A PROFESSIONAL LAW CORPORATION

OF COUNSEL:
VICTORIA REED, LTD.
SUE TANNEHILL MANN

PHONE: (318) 983-0090
FAX: (318) 983-0089

October 9, 1996

RECEIVED
OCT 10 1996
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VIA FEDERAL EXPRESS

DOCKET FILE COPY ORIGINAL

Secretary of the Federal
Communications Commission
1919 M Street, N.W.
Washington, DC 20554

Dear Sir or Madame:

Enclosed please find a copy of the Comments by Acadian Ambulance and AIR MED Services of Louisiana opposing the proposal from the Department of Justice that 311 be reserved for use by communities for non-emergency police telephone calls (C.C. Docket No.: 92-105). I ask that the same be filed into the record of this docket.

Also, this will confirm that a copy of these Comments has been sent to the Commission's Contractor for Public Records Duplication (I.T.S., Inc.).

Sincerely,

PICARD & STIPE

TYRON D. PICARD

TDP:plk
Enclosures

cc: I.T.S., Inc.
2100 M Street, N.W.
Suite 140
Washington, DC 20037

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Ms. Gayle Kellner
L.P.S.C.
Post Office Box 91154
Baton Rouge, Louisiana 70821

RECEIVED
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BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, DC 20554

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OCT 10 1996
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In the Matter of)
)
Request of U.S. Department)
of Justice for Nationwide)
Reservation of the 311 Dialing)
Arrangement for Non-Emergency)
Police Telephone Calls)

C.C. DOCKET NO.: 92-105

**COMMENTS OF ACADIAN AMBULANCE
AND AIR MED SERVICES, INC.**

Acadian Ambulance and AIR MED Services of Louisiana herein wishes to register its opposition to the U.S. Department of Justice request that the 311 dialing arrangement be reserved for use by communities for non-emergency police telephone calls.

Acadian Ambulance and AIR MED Services is the largest rural ambulance service in the United States. Acadian serves twenty-six (26) Louisiana parishes (i.e. counties) using one hundred fifty-five (155) ground ambulances, four (4) helicopters, and two (2) airplanes equipped as ambulances. Acadian Ambulance transports over one hundred seventy-six thousand (176,000) people annually throughout Louisiana, the United States, and the World. Acadian Ambulance has been in existence in Southwest Louisiana since 1971.

In October of 1993, Acadian Ambulance filed testimony with the Louisiana Public Service Commission seeking the award of a three-digit dialing arrangement in the Public Service Commission, Docket No. U-20222 - (Reform of South Central Bell N11 Service Tariff). At that time, Acadian Ambulance requested the award of a three-digit dialing arrangement to use in

dispatch of its ambulance service in all parishes in which it provides service in Louisiana. At the February 3, 1994 meeting of the Louisiana Public Service Commission, the Commission decided to reserve all 311 numbers for a special tariff or special assembly configuration in all local calling areas for "non-commercial use as related to health, safety, welfare or governmental use". It was also ordered by the Commission that there would be no charge back to customers for the use of 311 and that the number could not be transferred. At the March 9, 1994 meeting of the Louisiana Public Service Commission, the Commission awarded the 311 dialing arrangement to Acadian Ambulance Service, Inc. for all local calling areas within its existing service area at that time. Since that time Acadian's service area, as well as the 311 dialing area in Louisiana have both expanded.

In an effort to maintain uniformity and continuity, it was understood and stipulated between Acadian and the Public Service Commission that in local calling areas which had no 911 emergency dialing arrangement, 311 would be used for emergency as well as non-emergency dispatch of ambulances. However, in areas which did have the 911 emergency dialing arrangement, 311 would simply be used as a back up to 911 for emergency purposes, but still used primarily for dispatch of non-emergency ambulance transportation. As a result, not one single 911 communication districts located within Acadian Ambulance service area voiced any objection about Acadian Ambulance receiving the 311 dialing arrangement.

Since that time, use of 311 dialing arrangement has been embraced by the communities in the Acadian Ambulance service area. Elderly and infirm persons no longer have to call a seven (7) digit dialing arrangement. The advent of the 311 dialing arrangement for ambulance service has received wide spread community support as evidenced by the attached editorial from the

Lafayette Daily Advertiser. The dialing arrangement has also been nationally acclaimed in the APCO Bulletin in May of 1995 (attached). An added feature of the 311 dialing arrangement is Acadian Ambulance now has been able to implement an Automatic Number Identification (i.e. ANI) which enables Acadian's dispatch center computers to store vital information on persons calling into the ambulance service (i.e. allergic reactions to medication, any special health conditions) by simple identification of the callers phone number.

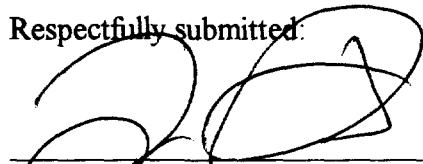
Acadian Ambulance has invested over \$200,000.00 to make the 311 dialing arrangement a state of the art emergency and non-emergency communications device for most of Louisiana. Revocation of the 311 number from Acadian Ambulance would result in consumers and persons in distress having to reeducate themselves to a seven (7) digit dialing arrangement for dispatch of ambulance service (particularly in non-emergency situations). Acadian Ambulance certainly supports the President's initiative and the concept of community policing. Acadian Ambulance would only hope that this might be accomplished by use of a three-digit number other than 311. While implementation and use of 311 for non-emergency community policing would certainly have a positive impact on Louisiana so far as prevention of crime, etc., it will at the same time delay response times of ambulances (and the amount of time necessary to complete a call to Acadian Ambulance). In Louisiana, this would have the effect of "Robbing Peter to pay Paul" as we would likely experience a reduction in crime, at the expense of delayed response times of ambulances, and increased difficulty in accessing ambulance services.

Therefore, Acadian Ambulance and AIR MED Services, while supporting the Department of Justice's desire to obtain a three-digit dialing arrangement for non-emergency police calls nationwide, would oppose the use of the number 311 for such purposes, since it would work an

undue financial hardship on the investment which has been committed by Acadian Ambulance, as well as a logistical hardship on the citizens of Louisiana seeking to access ambulance service in emergency and non-emergency situations.

Finally, should the Commission decide that 311 be used nationwide (including Louisiana) for community policing, Acadian would request that the Commission instruct the Louisiana Public Service Commission to award Acadian Ambulance a replacement N11 number in order that Acadian (although at that point being forced to re-educate the public on the different number) might be able to continue to provide rapid deployment of emergency and non-emergency medical care to the citizens of the State of Louisiana.

Respectfully submitted:



TYRON D. PICARD
PICARD & STIPE

Post Office Box 31676
Lafayette, Louisiana 70593-0676
(318) 983-0090

ATTORNEY FOR ACADIAN AMBULANCE
SERVICE, INC.

"Dedicated to making Acadiana
a better place to live."

Editorial Board

Richard W. Acorn, Publisher

Charles Leroux, Managing Editor; Jim Braggaw, City Editor;
Dr. Joyce Marino, Paul Wilson; Bob Mann, Chief Editorial Writer

311 number national first

THE ISSUE:

*A new system for easier access to ambulance
service*

WE SUGGEST:

*Acadian, Bell South and the PSC have given us a
position of national leadership*

Louisiana, wonderful state that it is, has never been known as a trailblazer and pacesetter for the nation. In ambulance service, however, we have seen a level of excellence by Acadian Ambulance that other states attempt to emulate. It has been described as the country's best. Now, through the joint efforts of Acadian, the Public Service Commission and South Central Bell, we have again taken a position of leadership.

These organizations have worked together to give our area the nation's first three-digit telephone number for use in accessing non-emergency ambulance service. Their cooperation has not only provided a service that will immensely benefit the area, but also permits us a certain amount of pride in being ahead of the rest of the nation for a



change. The Advertiser commends the officials of Acadian Ambulance Service for seeking the service, South Central Bell for making it technologically and financially feasible, and Public Service Commissioners Kathleen Blanco, Tommy Powell, John Schwegmann and Irma Dixon, who voted to award the 311 number.

On August 1, the service became a reality in Acadian's 23-parish service area. It will substantially benefit the 1.6 million people served by the company.

Seventy-five percent of the patients transported by Acadian are non-emergency cases, predominantly elderly people. Many have physical limitations which make even the use of the telephone a difficult task. A large number of them still use rotary phones.

With the 311 number, the task becomes infinitely easier. Also, the 311 system will allow Acadian to set up a program whereby callers will be automatically identified, and pre-programmed information such as special health conditions and precautions, along with directions to the home of the caller, will be provided automatically to the dispatch center.

Acadian is picking up the tab for 311 calls to the dispatch center. In commercial operation of the three-digit system, there is a charge to the caller, which is split between the phone company and the company with the three-digit number. Acadian will absorb the cost.

Only non-emergency calls should be placed on the 311 number, unless the emergency obviously requires ambulance service only. Most emergencies demand response by multiple agencies — ambulance, fire, police and others — and such calls should continue to go to 911. Acadian is not attempting to dilute the effectiveness of the 911 system.

The 311 number, in combination with a \$2.5 million upgrade of its communication facilities over the next 24 months, will give Acadian a communications system unequalled anywhere in the U.S. — another first.

Continued on page 11

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-C

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

At the March 9, 1994 Business and Executive session, the Commission voted to accept the Staff recommended "Request for Applications for Assignment of N11 Numbers By the Louisiana Public Service Commission", (the "Request") and ordered that the Request be published. The Request was subsequently published in the Commission's Official Bulletin, No. 537 dated March 25, 1994 and in eight major Louisiana newspapers, and was additionally mailed to all interested parties and intervenors of record in Docket No. U-20222. The Request indicated that interested parties desiring an N11 number should submit their application within sixty (60) days of publication of the Request. The sixty day submission time period concluded on May 25, 1994.

The following three applicants submitted applications for non-commercial 311 numbers for various local calling areas:

1. St. Tammany Parish Hospital
2. Priority EMS, Inc.
3. Acadian Ambulance Service, Inc.

After review of the applications, it was noted that there was more than one request for the 311 number in the following local calling areas: Baton Rouge, Mandeville/Covington, Slidell, New Iberia, Bush/Bogalusa, Clinton and LaPlace.

Before proceeding to the actual awarding of the 311 number for each calling area, the Commission reiterated that all applicants receiving a 311 number, do so subject to the policies, standards, and orders previously set forth in Commission Order Numbers U-20222 and U-20222-A.

On the motion of Commissioner Dixon, seconded by Commissioner Blanco, with Commissioners Schwegmann and Powell concurring, and Commissioner Owen abstaining, the Commission voted to award the 311 number to the following applicants in the local calling areas where no conflict existed:

1. Priority EMS, Inc. - New Orleans, St. Francisville and Tunica local calling areas.
2. Acadian Ambulance Service, Inc. - Alexandria, Bunkie, Marksville, Lafayette, Crowley, Rayne, Abbeville, Gueydan, St. Martinville, Eunice, Opelousas, Franklin, Morgan City, Jennings, Amite, Kentwood, Hammond, Donaldsonville, Pierre Part, Napoleonville, Labadieville, Morganza, Krotz Springs, Vacherie, Litcher, Edgard, St. Landry, Melville, Jeanerette, Weeks Island, White Castle, Lockport, Thibodaux, Houma and Plaquemines.

The Commission then turned its attention to those areas where more than one applicant applied for the 311 number. With regard to the Baton Rouge calling area, Mr. Ladnier, who is employed by Mayor Tom Ed McHugh as the Communications Manager for East Baton Rouge Parish and Founding President of the National Emergency Organization for the State of Louisiana, expressed deep concern over the awarding of 311 to anyone for the Baton Rouge calling area. Based upon Mr. Ladnier's concerns and the conflicts in the other calling areas where more than one applicant desired the 311 number, the Commission decided to wait 30 days before awarding any additional numbers. Additionally, Commissioner Schwegmann requested to hold in abeyance the issuance of the 311 number in St. Tammany Parish which is in his district so that his office could work on resolving the conflicts.

After discussion of several other items on the Commission's agenda, the Commission voted to reconsider its decision to wait 30 days before awarding the 311 number for the Baton Rouge and New Iberia local calling areas. Based upon Acadian Ambulance Service, Inc.'s presence in the Baton Rouge and New Iberia calling areas, and its ability to meet the minimum 10,000 call per month requirement, the Commission voted to award the 311 number to Acadian Ambulance Service, Inc. for the New Iberia calling area and instructed Acadian Ambulance Service, Inc. to meet with Mayor Tom Ed McHugh's Office and Mr. Ladnier, and if all problems could be resolved, then the 311 number for the Baton Rouge calling area could be awarded by staff to Acadian Ambulance Service, Inc.

IT IS THEREFORE ORDERED THAT:

1. Priority EMS, Inc. and Acadian Ambulance Service, Inc. are awarded 311 numbers for the local calling areas detailed above.
2. Acadian Ambulance, Inc. is additionally awarded the 311 number for the New Iberia local calling area and if it can resolve all conflicts with Mr. Ladnier and the Mayor's office, then the 311 number for the Baton Rouge local calling area can be awarded to Acadian Ambulance, Inc. by Commission Staff.
3. The applicants accept the 311 numbers subject to the policies, standards and orders set forth by Commission Order Numbers U-20222 and U-20222-A.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA

June 23, 1994

/s/ KATHLEEN BABINEAUX BLANCO

DISTRICT II

CHAIRMAN KATHLEEN BABINEAUX BLANCO

/s/ JOHN F. SCHWEGMANN

DISTRICT I

VICE-CHAIRMAN JOHN F. SCHWEGMANN

/s/ THOMAS E. POWELL

DISTRICT IV

COMMISSIONER THOMAS E. POWELL

DON OWEN

ABSTAINS

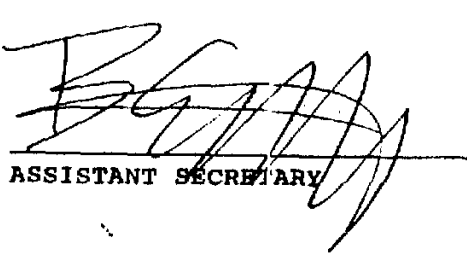
DISTRICT V

COMMISSIONER DON OWEN

/s/ IRMA MUSE DIXON

DISTRICT III

COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

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June 23, 1994

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/s/ THOMAS E. POWELL

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ABSTAINS

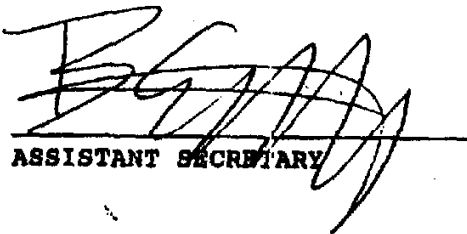
DISTRICT V

COMMISSIONER DON OWEN

/s/ IRMA MUSE DIXON

DISTRICT III

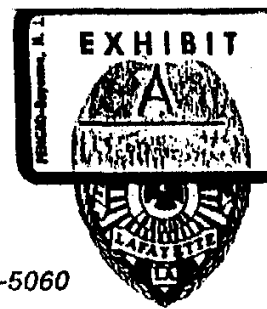
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY



Lafayette Parish Communication District

Parish Courthouse • P. O. Box 31014, Lafayette, Louisiana 70593 • (318) 268-5060



September 16, 1994

Office of the Secretary
Federal Communications Commission
1919 M Street N.W.
Washington, D.C. 20554

RE: IAD FILE NO: 94-101

In response to the FCC Public Notice dated June 17, 1994, relative to the assignment of N-1-1 Codes, my position as Director of the Lafayette Parish Communication District (District) is that I am not opposed to the assignment of 3-1-1 to Acadian Ambulance Service, Inc. (AASI). AASI is the Emergency Medical Service provider for Lafayette Parish.

The District was created for the express purpose of establishing and administering an emergency telephone system (9-1-1) that would enable the citizens of our parish to have quick access to emergency assistance when they need help from law enforcement, fire, ambulance, or a number of other emergency service agencies.

As part of our responsibility, our 9-1-1 Public Safety Answering Point interacts with the AASI Communications Center on a professional basis 24 hours a day. Critical response information is continuously being exchanged utilizing the latest telecommunications technologies. AASI has always been a strong advocate of 9-1-1 encouraging its implementation throughout the area. In fact, AASI played a leading role in the establishment of the first enhanced 9-1-1 system in the State of Louisiana in Lafayette Parish. AASI serves side by side with our 9-1-1 center, law enforcement, fire, and other governmental response agencies as an integral partner in emergency response in Lafayette Parish. They have been providing services to south central Louisiana for over 20 years and have been recognized nationally as a leader in the emergency medical services field.

In Lafayette Parish, as in most of the other areas they serve, Acadian is much more than just an ambulance service. They are an emergency medical service provider, providing paramedic response and advanced life support. They are not in competition with any governmental entity. In addition to this emergency medical service, AASI also provides non-emergency ambulance service. AASI was recently awarded a N-1-1 number by the Louisiana Public Service Commission and is currently using this number for "non-emergency" calls to their service. This usage has not caused any confusion or problems in Lafayette Parish, which is the busiest Parish in their service area. We process over 10,000 emergency calls per year for AASI. It has in fact helped call processing as callers seldom dial 911 for "non-emergency" ambulance transport since they have been provided the new N-1-1 number for that service.

Federal Communications Commission
September 16, 1994
Page 2

Opponents of N-1-1 argue that the number of misdials to 9-1-1 would increase and that in emergency situations citizens would be confused as to whether they should call 9-1-1 or another N-1-1 code. That has not, however, been our experience in Lafayette Parish. Since AASI began using 3-1-1 on August 1, 1994, we have not had any increase in the number of non-9-1-1 qualified calls (misdials) and our 9-1-1 Telecommunicators have not noticed any citizen confusion as to which number to dial for emergency assistance.

It is our understanding that the Louisiana Public Service Commission will monitor N-1-1 number usage for one year and obtain public input regarding same. So far, our experience with AASI and 3-1-1 has shown that its usage has not had any adverse effects on 9-1-1 emergency services in Lafayette Parish.

Sincerely,

A handwritten signature in dark ink, appearing to read "W. R. Vincent", with a stylized flourish at the end.

William R. Vincent
Director

WRV/lal



Southern Louisiana: 3-1-1 for Ambulances Augments 9-1-1

By Erik Edenholm • APCO Bulletin Assistant Editor

IN Southern Louisiana, you can dial 3-1-1 or 9-1-1 to get an ambulance ... depending on where you are, whether it's an emergency or if you subscribe to the 3-1-1 service offered by a private ambulance company, Acadian Ambulance Service Inc.

The three-digit number replaces a seven-digit number customers previously used in both of Louisiana's area codes (504 and 318) to reach the ambulance company's dispatch center for non-emergency medical transportation. Sound confusing? And how does it work? Well, both public safety and the private company officials reported no problems with the nine-month-old 3-1-1 operation. In a business where saving time could save a life, new communications technology is cutting EMS response time for residents of Southern Louisiana.

And to learn how it works, you're invited to read on. The co-founder of Acadian Ambulance, Richard Zuschlag, said the company petitioned for an abbreviated dialing code when South Central Bell began requiring 10-digit dialing (the

Acadian Ambulance call-takers and dispatchers (above) have state-of-the-art equipment. A communications upgrade will bring cellular, paging and other capabilities.

Photos courtesy of Acadian Ambulance

number plus the area code) in Louisiana. The shorter number provides an easier way for customers to reach the dispatch center.

The company petitioned the Louisiana Public Service Commission along with several newspapers to use the remaining abbreviated dialing codes, the N-1-1 numbers, and the commission granted use of 3-1-1 for parishes (counties) served by the company. In some areas, Acadian

is the primary provider, and its calls are ring downs from the 9-1-1 operations in various parishes. In other areas, it provides only private ambulance transport, but instead of having one or

more seven-digit numbers, all callers can dial 3-1-1. To provide 3-1-1 service, Acadian Ambulance needed help from the region's local telephone service provider, South Central Bell. "The

phone company has been very cooperative," Zuschlag said. "They set up a

separate network for our service that does not interfere with 9-1-1 trunking."

Zuschlag said 3-1-1 is not intended to discourage or replace the use of 9-1-1. Persons calling 9-1-1 for non-emergency medical transport are connected to Acadian through a ring down. "It is vital that 9-1-1 continues to be the primary emergency number in those communities where the system



Most parishes in Southern Louisiana have both 3-1-1 and 9-1-1 services, and each parish has its own guidelines for handling emergency calls.

Acadian receives all 3-1-1 calls at its dispatch center in Lafayette and receives transferred 9-1-1 calls from parishes in the company's service area.

Below, the air and land ambulance fleet and the personnel of Acadian Ambulance Service.

exists," he said. Zuschlag, perhaps one of the biggest proponents of 9-1-1 in Louisiana, said he worked to bring 9-1-1 to the Lafayette Communication District in 1981 by working with the state legislature to levy a five percent tax on residents to fund the system.

Acadian Ambulance serves residents living in the small towns and bayous of Southern Louisiana. "The majority of customers are elderly people needing non-emergency transport. Our service is an overflow for 9-1-1," Zuschlag said. He and two partners, Roland Dugas and Richard Sturlese, started Acadian Ambulance in 1971 with two ambulances and eight medics who had served in Vietnam. Since then, the company has become a large regional ambulance service with 150 ambulances, three helicopter ambulances and two fixed-wing aircraft.

Most parishes in Southern Louisiana have both 3-1-1 and 9-1-1 service, and each parish has its own guidelines

To Next Page



for handling emergency and non-emergency calls. Acadian receives all 3-1-1 calls at its dispatch center in Lafayette and receives transferred 9-1-1 calls from parishes in the areas served by the company.

Acadian is the only ambulance provider for the 50,000 residents of St. Mary Parish. Gwen Ardeneaux, supervisor for St. Mary Parish E-9-1-1, said, "We transfer all emergency and non-emergency requests for ambulances to Acadian's dispatch center." Four full-time and two part-time call-takers and one supervisor answer E-9-1-1 calls using an Identification Demonstration Module which displays ANI and ALI information. She said all calls are transferred with the touch of a button.

In Lafourche Parish, the E-9-1-1 center in Raceland is the PSAP for the parish. Acadian handles transferred calls in the northern part of the parish and Lafourche Ambulance, a private ambulance company, handles calls in the southern part. Mary Brunet, communications supervisor for the Lafourche Parish Fire District #3, said, "Our EMTs stabilize patients until Acadian can get to the scene." She also said callers aren't having problems distinguishing between 3-1-1 and 9-1-1 or when to use which one.

Acadian employs 45 dispatchers working two 12-hour shifts with two days off. Zuschlag said dispatchers at Acadian are highly paid professionals—often promoted to management positions.

"If a dispatcher can handle the stress associated with their job, we feel they would then make an excellent candidate for a management position. Dispatchers are the heart of our operation," Zuschlag said.

The company has developed its own detailed data base with directions to subscribers' homes, information on medications and hospital preferences.

This month, the company will get ANI capability from the telephone company. Acadian cannot use ALI from the phone company because the phone company's trunks are analog and Acadian's trunks are digital.

Offering 3-1-1 is only part of Acadian Ambulance's innovative communications system. The company is close to completing a \$2.5 million communications upgrade which will include CAD upgrades, VHF mobile data terminals, cellular communications and a wide-area paging system. "In our industry, communications is a critical factor," Zuschlag said. "Upgrading our communications equipment to assure quick response and quality service is a job we never expect to complete."

A fully integrated American TriTech VisiCAD system with GPS tracking capability is used in Acadian's communications center. The system provides an easy, Windows™-based, graphic-user interface.

Unlike proprietary systems or most Unix-based systems, VisiCAD was de-

veloped. The EMT crew pushes a button to signal receipt of the dispatch and that they are en route.

Unlike many public safety agencies, Acadian Ambulance will not be using 800 MHz and 900 MHz frequencies because it would require at least 30 towers to cover the company's 15,000 square mile service area, Zuschlag said. "Many urban areas are using these frequencies, but it would not be cost effective for us," he said. Acadian's communications system will have 12 tower sites with three base stations at each tower site to handle pager communications, VHF voice and mobile data terminals.

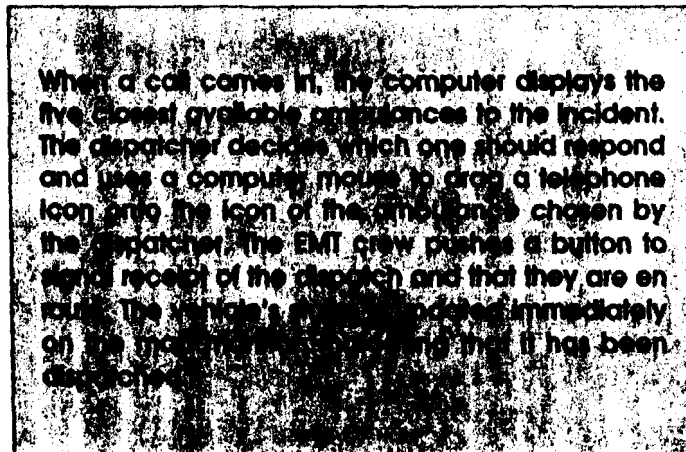
Cellular communications have provided an alternative method of communication for EMS and Acadian. Cellular technology has made it possible for the company to transmit 12-lead diagnostic ECG. Even though the company has the capability to transmit data to emergency rooms, Zuschlag said emergency room physicians are not comfortable with using a console with buttons and switches, but they are comfortable using a phone.

Ambulance medics can consult with a physician via cellular phone while en-route to the hospital.

Not only have cellular phones provided an alternative method of communication, but their popularity

has left unused common-carrier radio channels that ambulance companies are scooping up. The FCC granted Acadian use of Bell Telephone common carrier radio channels freed up by increased cellular phone usage. The company will also make the frequencies available to area public safety agencies for paging.

At each of Acadian's stations, an adjoining frequency for duplex transmission will make it possible for mobile data terminals in ambulances to communicate with the main computer in the dispatch center. "We anticipate 75% of our transmissions will be by mobile data terminal," Zuschlag said. "All information will be transmitted to the wide-area pagers and the mobile data terminals simultaneously. This ensures communications with medics even if they are out of the ambulance." ■



veloped to operate on low-cost IBM compatible PCs. "PCs have access to a much wider range of programming resources and communication and integration products," according to Christopher Maloney, director of business development for American TriTech. "With the advent of high-speed local bus technology and powerful processors like the Intel 486/DX/2 and Pentium (586), PC systems are more capable than ever of running applications like VisiCAD."

When a call comes in, the computer displays the five closest available ambulances to the incident. The dispatcher decides which one should respond and uses a computer mouse to drag a telephone icon onto the icon of the ambulance chosen by the dispatcher. The vehicle's status is updated immediately on the map monitor, indicating that it has been dis-